

Notice of Allowability	Application No.	Applicant(s)
	09/387,938	KLINGMAN, EDWIN E.
	Examiner	Art Unit
	Ronald Abelson	2666

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. This communication is responsive to 2/10/2005.
2. The allowed claim(s) is/are 26-28, 35-42, 2-5, 8-19, 22-25, 43, 7, 44, 21, 45, 30, 46, and 32-34; renumbered as 1-41.
3. The drawings filed on 01 September 1999 are accepted by the Examiner.
4. Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) All
 - b) Some* c) None of the:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

5. A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
6. CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) hereto or 2) to Paper No./Mail Date _____.
 - (b) including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).

7. DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. Notice of References Cited (PTO-892)
2. Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. Information Disclosure Statements (PTO-1449 or PTO/SB/08),
Paper No./Mail Date 2/10/05
4. Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. Notice of Informal Patent Application (PTO-152)
6. Interview Summary (PTO-413),
Paper No./Mail Date _____.
7. Examiner's Amendment/Comment
8. Examiner's Statement of Reasons for Allowance
9. Other _____.

Reasons for Allowance

1. Regarding claims 26, 28, 35, 40-42, 45, and 46, Sonesh teaches a method and apparatus for a data processing system for managing incoming calls having a plurality of computing nodes (fig. 1: ACD MINICOMPUTER, note only one shown in the diagram), of managing incoming calls for an organization having a plurality of departments / groups of agents (col. 7 lines 23-25) and a plurality of agents (col. 7 lines 23-25).

Sonesh teaches receiving one or more incoming calls by a call manager object (fig. 1: ACD-minicomputer). Note the call manager object of Sonesh is the software located on the ACD-minicomputer that processes the calls.

Sonesh teaches creating an associated call object for each incoming call in response to receiving the incoming call (caller's data, col. 7 lines 25-27). Note, the examiner corresponds the stored caller's data of Sonesh to the applicant's call object. Each call object including the department table with which the call is currently associated (service, area of interest, col. 7 lines 23-25). Note, the examiner corresponds the department table of the applicant with the service / area of interest of Sonesh.

The method comprises playing a voice menu describing a plurality of selection items in a department table corresponding to a department in the organization, (col. 5 lines 34 - 39, service and/or area of interest, col. 7 lines 22-23).

The method comprises receiving one or more input signals in response to the voice menu played to the caller (caller requested to select, col. 7 lines 21-23).

The method comprises managing the incoming call according to the input signals from the caller to attempt to reach one of the plurality of agents of the organization (selected by service and/or area of interest, col. 7 lines 23-25).

However, nothing in the prior art of the record teaches nor fairly suggests managing the incoming call according to a call-management policy based on the information contained in the table to attempt to reach one of the plurality of agents of the organization (spec: pg. 4 lines 17-32).

Conclusion

2. Any comments considered necessary by the applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue

fee. Such submissions should be clearly labeled "Comments of Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Ronald Abelson whose telephone number is (571) 272-3165. The examiner can normally be reached on M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Seema Rao can be reached on (571) 272-3174. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Ra

Ronald Abelson
Examiner
Art Unit 2666